

CCQAS 2.8 TRAINING GUIDE

TABLE OF CONTENTS

SECTIONS

Section 1. Introduction

- 1.1 System Overview
- 1.2 Objective of This Manual
- 1.3 Hardware and Software Requirements for CCQAS Users
- 1.4 Directives, Regulations, Instructions, HA Policy Memoranda, and References

Section 2. Creating New CCQAS 2.8 User Accounts

- 2.1 Self-Service Registration
- 2.2 CC/MSSP/CM-Generated Applications
- 2.3 Processing Applications for New CCQAS Users
 - 2.3.1 Verifying Applicant's Need for Access to CCQAS
 - 2.3.2 Processing the Application
 - 2.3.3 User Accounts for New Provider Applicants
 - 2.3.4 User Accounts for Other (Module Users)
- 2.4 Generating User Accounts from Existing Provider Credentials Records
- 2.5 Receiving a New User ID and Temporary Password
- 2.6 Accessing CCQAS for the First Time
 - 2.6.1 Loading Security Certificates
 - 2.6.2 Logging onto CCQAS
 - 2.6.3 Security Briefing
 - 2.6.4 Changing a Temporary Password
- 2.7 Frequently Asked Questions

Section 3. Maintaining User Accounts in CCQAS 2.8

- 3.1 Updating User Personal and Contact Information
- 3.2 Changing an Active Password
- 3.3 Locking and Unlocking User Accounts
- 3.4 Adding the Provider Role to an Existing "Other (Module Users)" Account
- 3.5 Adding "Other (Module Users)" User Role to an Existing Provider Account
- 3.6 Deleting User Accounts
- 3.7 Frequently Asked Questions

Section 4. Managing Facility Privilege Lists

- 4.1 Privilege Management at Army and Air Force Facilities
- 4.2 Privilege Management at Navy Facilities
- 4.3 Frequently Asked Questions

Section 5. Processing the 1st E-Application for Clinical Privileges

- 5.1 User Roles in the Privilege Approval Process
- 5.2 The Work List
- 5.3. Notifications
- 5.4 Types of Privilege Applications
- 5.5 Initial Review of a Privilege Application
 - 5.5.1 The Provider Summary Tab
 - 5.5.2 The Position Tab
 - 5.5.3 The Privileges Tab
 - 5.5.4 The Documents Tab
 - 5.5.5 The Comments Tab
 - 5.5.6 Taking Action on a Privilege Application
 - 5.5.7 Reassigning Ownership of an Application to Another CC/MSSP/CM
 - 5.5.8 Taking Ownership of an Application from Another CC/MSSP/CM
- 5.6 Routing a Privilege Application for Primary Source Verification
- 5.7 Primary Source Verification of a Privilege Application by CC/MSSP/CM
- 5.8 Primary Source Verification of a Privilege Application by the CVO
- 5.9 Building Workflow for Application Review
- 5.10 Tracking an Application in Review
- 5.11 Pulling an Application Out of the Review Process
- 5.12 Level 1 Review of an Application
- 5.13 Levels 2, 3, and 4 Review of an Application
- 5.14 Levels 5 or 6 (Committee) Review of an Application
- 5.15 Review of an Application as the Privileging Authority (PA)
- 5.16 Completing the Application Approval Process
- 5.17 The Updated Provider Credentials Record
- 5.18 Frequently Asked Questions

Section 6. Modification of Provider Credentials and Clinical Privileges

- 6.1 Generating an Application for Modification or Augmentation of Privileges
- 6.2 Processing an Application for Modification or Augmentation of Privileges
- 6.3 Frequently Asked Questions

Section 7. Processing Applications for Interfacility Credentials Transfer Briefs (ICTBs)

- 7.1 Requesting an ICTB at the Gaining Facility or Unit
- 7.2 Initiating the ICTB at the Sending (Parent) Facility or Unit
- 7.3 Processing an ICTB Transfer Application for Clinical Privileges
- 7.4 The Performance Assessment Report (PAR) for ICTB Duty
- 7.5 The ICTB Process for Navy Facilities
- 7.6 Frequency Asked Questions

Section 8. Processing Applications for Permanent Change of Station (PCS) Transactions

- 8.1 Requesting a PCS at the Gaining Facility or Unit
- 8.2 Initiating the PCS at the Sending (Losing) Facility or Unit
- 8.3 Processing the Transfer (PCS) Application

Section 9. Renewal of Clinical Privileges

- 9.1 Generating an Application for Renewal of Clinical Privileges
- 9.2 Processing an Application for Renewal of Clinical Privileges
- 9.3 Frequently Asked Questions

Section 10. The Performance Assessment Report

- 10.1 Automated Initiation of the PAR Process
- 10.2 Manual Initiation of the PAR Process
- 10.3 The Routing of the PAR
- 10.4 Completing the PAR – The PAR Evaluator Role
- 10.5 Reviewing the PAR – The PAR Reviewer Role
- 10.6 Reviewing the PAR – The Provider Role
- 10.7 Bypassing the Automated PAR Process
- 10.8 Frequently Asked Questions (FAQ)

Section 11. The State License Waiver (SLW) Approval Process

- 11.1 Initiating the SLW Process
- 11.2 Reviewing and Approving a Request for a State License Waiver
- 11.3 Frequently Asked Questions

EXHIBITS:

Section 1. Introduction (No Exhibits)

Section 2. Creating New CCQAS 2.8 User Accounts

- 2.1-1 CCQAS Registration Button
- 2.1-2 CCQAS User Registration Screen
- 2.1-3 CCQAS User Registration Screen: Provider Applicant
- 2.1-4 CCQAS User Registration Screen: Other (Module Users)
- 2.1-5 CCQAS Registration Confirmation Screen
- 2.2-1 User Processing Menu Item
- 2.2-2 User Listing Screen
- 2.2-3 User Application Screen
- 2.3-1 New Applicant Message
- 2.3-2 Applicant Processing Menu Item
- 2.3-3 Applicant Processing Screen
- 2.3-4 User Application Screen
- 2.3-5 User Added Message
- 2.3-6 Demographics Tab for a Provider Applicant
- 2.3-7 MTF Tab for a Provider Applicant
- 2.3-8 Permissions Tab for a Provider Applicant
- 2.3-9 Demographics Tab for an Other (Module Users)
- 2.3-10 MTF Tab for an Other (Module Users)
- 2.3-11 MTF Tab Showing Multiple UICs for *Other (Module)* User
- 2.3-12 Access Permissions Within the Privileging Tab for *Other (Module)* User
- 2.3-13 Access Permissions Within the System Admin Tab
- 2.3-14 Access Permissions Within the Reporting Tab
- 2.3-15 Access Permissions Within the Risk Management Tab
- 2.3-16 Access Permissions Within the Adverse Actions Tab
- 2.4-1 Grant Provider Access Menu Item
- 2.6-1 Log-On Screen
- 2.6-2 Security Briefing

Section 3. Maintaining User Accounts in CCQAS 2.8

- 3.1-1 User Profile Menu Item for Other (Module Users)
- 3.1-2 Update User Screen for Other (Module Users)
- 3.1-3 User Processing Menu Item
- 3.1-4 User Profile Menu Item
- 3.1-5 Update User Screen
- 3.2-1 Change Password Menu Item
- 3.2-2 Password Expiration Warning
- 3.2-3 Reset Password Menu Item
- 3.3-1 Account Locked Indicator
- 3.4-1 Similar People Found Screen
- 3.4-2 MTF Tab for a Dual User's Account

Section 3. Maintaining User Accounts in CCQAS 2.8 (Cont'd)

- 3.5-1 The User Search Screen
- 3.5-2 The User Listing Screen After a Search
- 3.5-3 The MTF Tab for a Provider User Account
- 3.5-4 The MTF Tab for a Dual User's Account
- 3.6-1 Delete Menu Item

Section 4. Managing Facility Privilege Lists

- 4.1-1 CCQAS Privileging Management Menu Item
- 4.1-2 MTF Privilege Management Screen
- 4.1-3 Army Privilege List for Family Practice
- 4.1-4 View Privilege Screen
- 4.2-1 Navy Core and Supplemental Privileges

Section 5. Processing the 1st E-Application for Clinical Privileges

- 5.2-1 The Work List Screen for the CC/MSSP/CM
- 5.3-1 The Messaging Menu Item
- 5.3-2 Disabling the Email Notification for the CC/MSSP/CM
- 5.4-1 Types of Privilege Actions
- 5.4-2 My Application Tab
- 5.4-3 Pending Applications Tab
- 5.5-1 Work List Task: Application Ready for Review
- 5.5-2 The Assign PAC Screen
- 5.5-3 The Provider Summary Tab
- 5.5-4 The Expanded Provider Summary Tab
- 5.5-5 The Position Tab for Navy and Air Force
- 5.5-6 The Position Tab for Army
- 5.5-7 The Privileges Tab for Army Emergency Medicine
- 5.5-8 The Documents Tab
- 5.5-9 The Add Documents Screen
- 5.5-10 The Comments Tab
- 5.5-11 The Add Comments Screen
- 5.5-12 The Reassign CC/MSSP/CM Button
- 5.5-13 The Reassign Screen
- 5.5-14 The Application Reassignment Button
- 5.5-15 The Application Reassignment Screen
- 5.6-1 The Select PSV Screen
- 5.7-1 The Assign PSV Screen
- 5.7-2 The Provider PSV Summary Screen
- 5.7-3 The PSV Information Section
- 5.7-4 The NPDB/HIPDB/FSMB Section
- 5.9-1 The Application Routing Button
- 5.9-2 The Application Routing Screen
- 5.10-1 The In Review Status Indicator

Section 5. Processing the 1st E-Application for Clinical Privileges (Cont'd)

- 5.10-2 The Task Log Tab
- 5.10-3 The Comments Tab
- 5.11-1 Retrieving an Application in Review
- 5.12-1 The Work List for a Level 1 Reviewer
- 5.12-2 The Privileges Tab for a Level 1 Reviewer
- 5.12-3 Reviewer Recommendation Screen
- 5.13-1 The Privileges Tab for Review Levels 2, 3, and 4
- 5.15-1 The Privileges Tab for Privileging Authority Review
- 5.15-2 The Comments Tab for PA Review
- 5.15-3 The Reviewer Recommendations/Comments Screen
- 5.15-4 The Recommendations Count Screen
- 5.15-5 The Privileging Authority Decision Screen
- 5.16-1 The Notification Routing Button
- 5.16-2 The Notification Routing Screen
- 5.16-3 Provider <Acknowledge> Button on Summary Page
- 5.16-4 Provider “Complete Acknowledgment” Page
- 5.16-5 The Complete Button
- 5.17-1 The Privileges Tab in the Credentials Record
- 5.17-2 The Privileges Provider Information Report
- 5.17-3 Editing the Privilege Expiration Date on the Position Screen

Section 6. Modification of Provider Credentials and Clinical Privileges

- 6.1-1 Request Modification Menu Item
- 6.1-2 Application Modification Instructions Screen
- 6.1-3 Provider Application (Modification)
- 6.1-4 Open Provider Application (Modification)
- 6.2-1 CC/MSSP/CM Work List Item – Modification of Privileges Application
- 6.2-2 Flagged Sections on the Modification Application

Section 7. Processing Applications for Interfacility Credentials Transfer Briefs (ICTBs)

- 7.1-1 Request ICTB Menu Item on the Provider Locator Tab
- 7.1-2 Request ICTB Screen
- 7.1-3 New Incoming Broadcast Message Alert
- 7.1-4 Broadcast messages Menu Item
- 7.1-5 Broadcast Message Menu Item
- 7.2-1 Initiate ICTB Menu Item
- 7.2-2 Initiate ICTB Screen Showing Required Email Address Field
- 7.2-3 Provider Work List Item – Complete Transfer (ICTB)
- 7.3-1 CC/MSSP/CM’s “Pending Applications” Tab – ICTB
- 7.3-2 CC/MSSP/CM Work List Item – Transfer (ICTB) Application
- 7.4-1. CC/MSSP/CM Work List Item – Setup PAR

Section 8. Processing Applications for Permanent Change of Station (PCS) Transactions

- 8.1-1 Request PCS Menu Item on the Provider Locator Tab
- 8.1-2 Request PCS Screen
- 8.1-3 New Incoming Broadcast Message Alert
- 8.1-4 Broadcast Message Menu Item
- 8.1-5 Broadcast Message Menu Item
- 8.2-1 Initiate PCS Menu Item
- 8.2-2 Provider Work List Item – Complete Transfer (PCS) Application
- 8.2-3 CC/MSSP/CM Work List Item – Setup PAR
- 8.3-1 CC/MSSP/CM’s “Pending Applications” Tab
- 8.3-2 Initiate PCS Screen Showing Required Email Address Field
- 8.3-3 CC/MSSP/CM Work List Item – Transfer (PCS) Application Ready for Review
- 8.3-4 Flagged Sections on the Transfer (PCS) Application

Section 9. Renewal of Clinical Privileges

- 9.1-1 Command Parameters Screen
- 9.1-2 Provider Work List Item – Complete Renewal Application
- 9.1-3 Provider Application (Renewal)
- 9.1-4 CC/MSSP/CM Work List Item – Setup PAR
- 9.2-1 CC/MSSP/CM Work List Item – Renewal Application Ready for Review
- 9.2-2 Flagged Sections on the Renewal Application

Section 10. The Performance Assessment Report

- 10.1-1 CC/MSSP/CM Work List Item – Setup PAR
- 10.2-1 Initiate PAR Menu Item
- 10.3-1 PAR Routing Screen
- 10.4-1 PAR Evaluator Work List Task – Complete PAR
- 10.4-2 Profile Section of the PAR
- 10.4-3 Navigation Bar of the PAR
- 10.4-4 Privileges Evaluated Section for the Army PAR
- 10.4-5 Quality Management Measures Section of the PAR
- 10.4-6 Types of Quality Management Measures
- 10.4-7 Facility-Wide Measures Section of the PAR
- 10.4-8 Types of Facility-Wide Measures
- 10.4-9 Practice Volume Section of the PAR
- 10.4-10 Professional Development Section of the PAE
- 10.4-11 Clinical/Technical Performance Questions Section of the PAR
- 10.4-12 Personal Evaluation Questions Section of the PAR
- 10.4-13 PAR Summary Form
- 10.4-14 E-Signature Section of the PAR
- 10.4-15 E-Signature Confirmation Screen
- 10.5-1 PAR Reviewer Work List Task – Review PAR
- 10.5-2 PAR Reviewer E-Signature Screen

Section 10. The Performance Assessment Report (Cont'd)

- 10.6-1 Provider Work List Task – Review PAR
- 10.6-2 Provider E-Signature Screen
- 10.7-1 Offline PAR Radio Button
- 10.7-2 Evaluator Work List Task – Complete Offline PAR
- 10.7-3 Offline PAR Notification

Section 11. The State License Waiver (SLW) Approval Process

- 11.1-1 Physician Request Form for State License Waiver
- 11.2-1 SLW Endorser Work List Item – State License Waiver Requested
- 11.2-2 Request for Administrative Waiver of Licensure Form
- 11.2-3 Completed State License Waiver Request Form
- 11.2-4 SLW Endorser Work List Item – Closed
- 11.2-5 CC/MSSP/CM Work List Item – Task Log

APPENDICES:

Army CCQAS 2.8 Quick Guide: Registering for a New User Account – Providers

Army CCQAS 2.8 Quick Guide: Registering for a New User Account – Reviewers,
Evaluators, and Privileging Authorities

Navy CCQAS 2.8 Quick Guide: Registering for a New User Account – Providers

Navy CCQAS 2.8 Quick Guide: Registering for a New User Account – Reviewers,
Evaluators, and Privileging Authorities

Air Force CCQAS 2.8 Quick Guide: Registering for a New User Account – Providers

Air Force CCQAS 2.8 Quick Guide: Registering for a New User Account – Reviewers,
Evaluators, and Privileging Authorities